Your Online Portal To Access Patient Records From Powers Pet Emergency and Specialty - FAQs

Always looking to make collaboration even easier, we've implemented a portal for all referring veterinarians to access their patient's records at any time. Communication preferences can be customized. Of course if you have any questions please do not hesitate to email or call for assistance.

How do I use the portal?
If we have your email address, an email is sent to you at the time your patient checks into our hospital. The email will have an embedded, secure link that will take you directly to your patient's file. Update notifications will be sent via email so you can follow the progress of your patients' case. And, you can view your current patients and search previous patients within the previous twelve months.

How do I log in if I don't have the email link?
You were provided a unique user name and default password when the portal launched. If you don't have that email or know your user name, simply click "User Name Help" on the login screen.

What if I don't know my password?
Simply click "Forgot Password" on the log-in screen.

What if I prefer a fax?
Fax-only recipients will receive a Welcome Letter containing information on how to log into our website and subsequently, the portal, should you wish to access files in this manner as well. The Daily Patient Medical Summary (Referral Letter) will follow the Welcome Letter. Update notifications will also be faxed, unless you log on to change your profile and settings.

Can I view the finalized lab work or other documents while my while my patient is still hospitalized?

Yes! Once any report, lab results, radiographs, or prescriptions are finalized, they will be available for viewing on the portal, even while the patient is still checked into our hospital. If your patient is hospitalized, a Daily Patient Medical Summary Report will be provided and is also available on the portal so you can follow the progress of your patient's case.

Will I know when my patient died or was euthanized?

We make every effort to inform you of your patient's status in a timely manner. The database updates every two hours, at which time a change in patient status is checked. If your patient is deceased, a notification is sent based on your communication preference. By default, a deceased notice is sent via email and fax.

Can I control what documents get faxed/emailed to me and to which email addresses?

Yes, you can control to which email addresses you wish documents be sent, allow or disallow faxes, and what notifications you would like to receive.

What if I can't find records for a past patient?
If you can't find a patient's record, it is possible that you are not listed in our system as the patient's referring veterinarian. If that is the case, your client can simply call us to add your name to their pet's file. Please note, patient records are available twelve months retroactively from the current date via the portal.